

FIG. 1

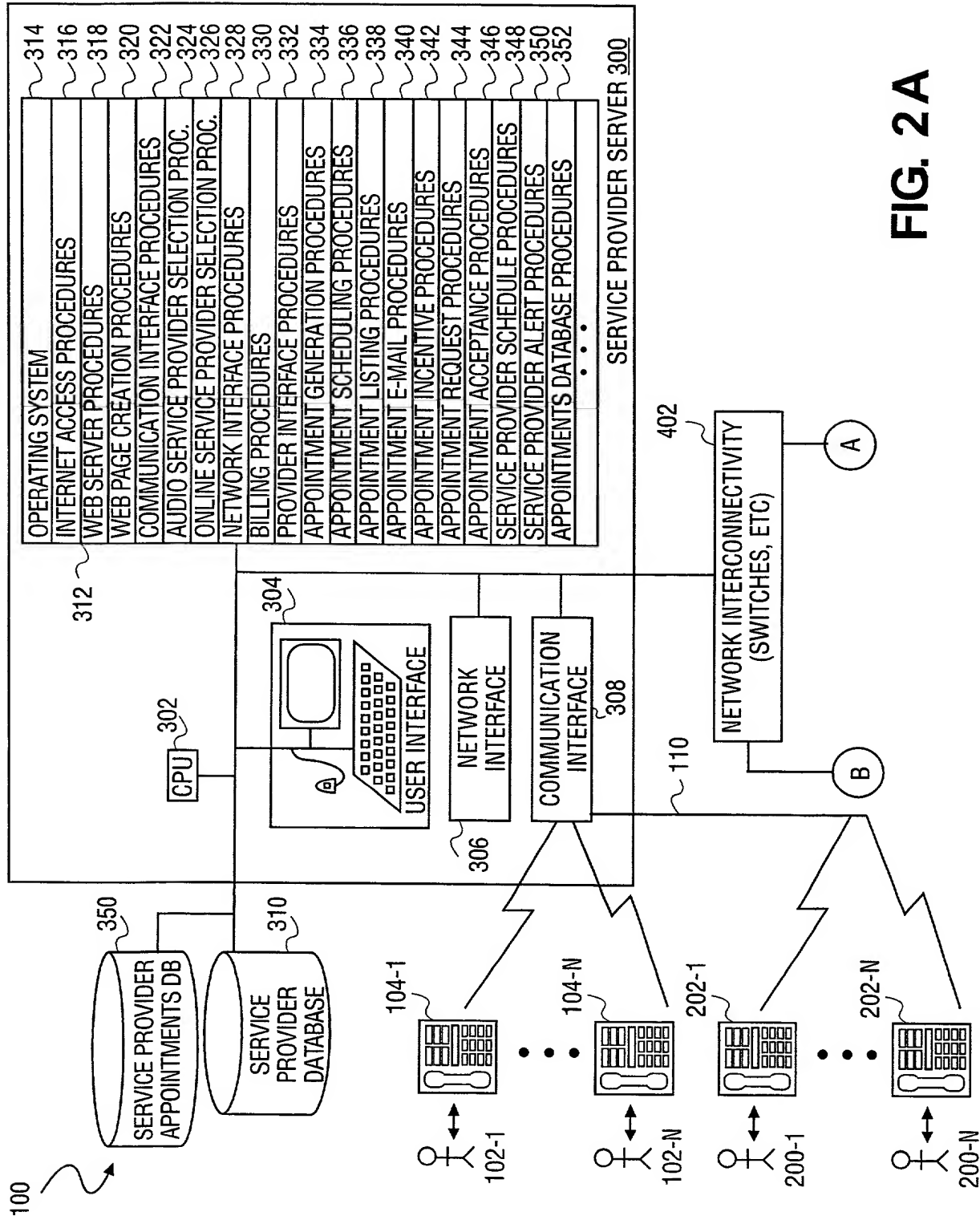


FIG. 2A

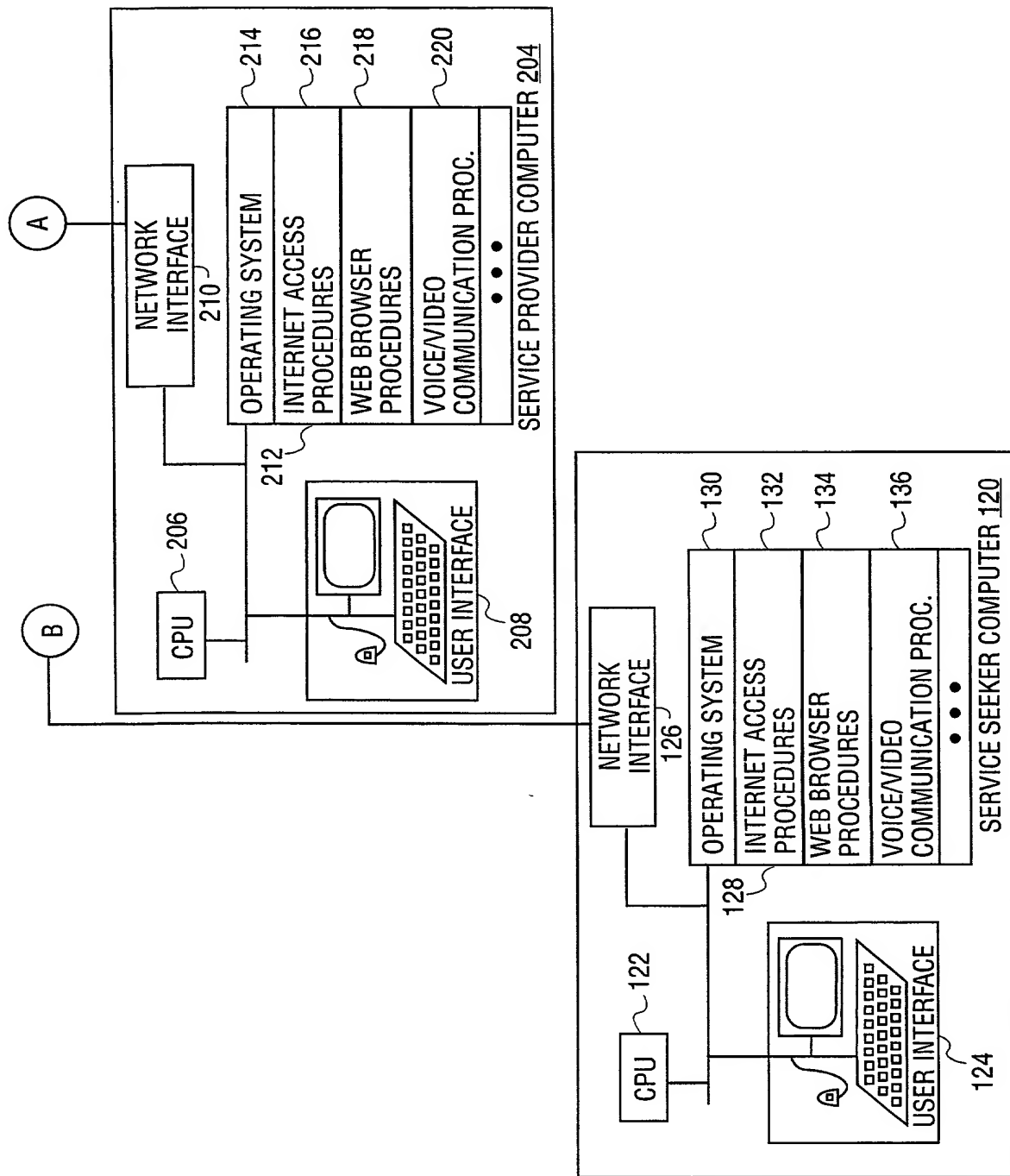


FIG. 2B



[Sign Out](#)

[Home](#)

[Get Advice](#)

[My Keen](#)

[Give Advice](#)

[Help](#)

[Travel & Recreation](#) > [Sports & Recreation](#) > [Water Sports](#)

[What is Keen?](#)



Rate: \$10.00 per min.

Satisfaction Guaranteed

You've Got
\$5FREE
on Keen

[Learn More](#)

☐ [Read feedback](#)

☒ [Send Keen Mail](#)

☐ [Get Notified when this Speaker is Available](#)

☐ [Tell a Friend and get \\$25](#)

☐ [Send Gift Certificate](#)

☐ [Request Appointment](#) ~ 534

☐ [1-800-ASK-KEEN](#)
extension:
0056

[506 Turtle](#) [508 Surfboard Design](#)

I've been shaping surfboards for 50 years. I can teach you the tricks in no-time.

Performance

Rating: 60 ☆

Feedback

Date	Rated By	Rating	Feedback
10/26/2000	Novice	★★★★★	good knowledge of location; savvy and thorough explanation;

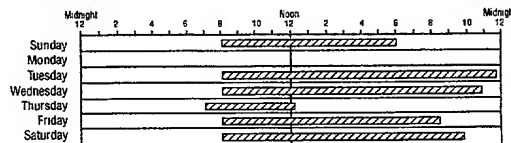
Availability for Turtle

Send a request for an appointment to talk live at your convenience

[Request Appointment](#) ~ 536

- Sunday: 6:00 am to 6:00pm
- Tuesday: 6:00 am to 11:45 pm
- Wednesday: 8:00 am to 11:00 pm
- Thursday: 7:00 am to 12:15 pm
- Friday 6:00 am to 8:30 pm
- Saturday: 8:00 am to 10:00 pm

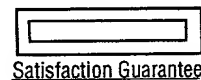
Time Zone Pacific Standard Time (US/Canada)



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AVAILABLE SPEAKER EXPANDED LISTING PAGE [530](#)

FIG. 4



Rate: \$10.00 per min.



[Send Keen Mail](#)



▪ [Tell a Friend and get \\$25](#)

▪ [Send Gift Certificate](#)

▪ [Request Appointment](#)

▪ [1-800-ASK-KEEN](#)
extension:
0075

Bodazofa

Surf SoCal

Complete advise on everything having to do with the best breaks in Socal. 30 years experience in Socal surfing. Want to learn how to surf? I can help.

Performance

Rating: **70** ★

Feedback

Availability for Bodazofa

Send a request for an appointment to talk live at your convenience

[Request Appointment](#)

556

- Sunday: 8:30 am to 10:00 pm
- Tuesday: 8:00 am to 10:00 pm
- Wednesday: 8:00 am to 10:00 pm
- Thursday: 8:00 am to 10:00 pm
- Friday 8:00 am to 10:00 pm
- Saturday: 8:00 am to 10:00 pm

Time Zone: (GMT -05:00) Eastern Time (US & Canada)

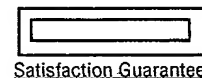
	Midnight	2	4	6	8	10	Noon	2	4	6	8	10	Midnight
Sunday													
Monday													
Tuesday													
Wednesday													
Thursday													
Friday													
Saturday													

558

[Home](#) | [Get Advice](#) | [My Keen](#) | [Give Advice](#) | [Help](#)

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UNAVAILABLE SPEAKER EXPANDED LISTING PAGE 550

FIG. 5



Live, immediate sadvice for your everyday life

We're sorry, **Burkhart** is not available for a Keen Call right now. You can send **Burkhart** a Keen Mail by filling out the information below. We will also notify you via Keen Mail when this Speaker becomes available.

Subject:

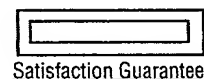
Include specific information about the advice you are seeking

Your message:

572 ☐ Check here if you want to request an appointment with **Burkhart**

574

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APPOINTMENT E-MAIL OPTION SCREEN 570

FIG. 6

Request an Appointment

Step 1: Choose a Time
Step 2: Check a phone number
Step 3: Place a Deposit
Step 4: Send Request

Request any time for an appointment which is set only when San Fran Steven accepts your request. Keen will call you and connect you with San Fran Steven at your appointment time.

Date:

October

32

Start Time:

12

00

PM

Length:

30

 Minutes
Your Time Zone:

Pacific Standard Time (US/Canada)

☒ Adjust for Daylight Savings Time

602 ~

Continue

Cancel

 ~ 604

REQUEST A TIME PAGE 600

FIG. 7A

Request an Appointment

Step 1: Join Keen
Step 2: Choose a Time
Step 3: Place a Deposit
Step 4: Check Phone Number
Step 5: Send Request

To request an appointment, please enter the information requested below. Keen keeps all your personal information private

Join Now

And get \$5 toward FREE* CALLS on Keen!

If you've used Keen before, please [click here](#)
Email Address:
Create Password:
☒ Email me about special offers and promotions

New to Keen?

Continue if you agree to the terms of our [Member Agreement](#)

612 ~

Continue

Cancel

 ~ 614

*Click [here](#) for complete offer rules

JOIN NOW PAGE 610

FIG. 7B

Request an Appointment

Step 1: Choose a Time

Step 2: Check a phone number

Step 3: Price a Deposit

Step 4: Send Request

Request any time for an appointment which is set only when San Fran Steven accepts your request. Keen will call you and connect you with San Fran Steven at your appointment time.

We're sorry. The time you requested has been reserved for another appointment

Please select from among the suggested times below or select another time (all times are in your time zone)

Next Closest Times

☐ Monday October 18 from 11:16am - 12:15pm

☐ Monday October 18 from 11:30pm - 1245pm

Same Time on Another Day

☐ Tuesday October 19 from 3-4pm

Select Your Own Time

Date:

October

32

Start Time:

12

00

PM

Length:

30

Minutes

Your Time Zone:

Pacific Standard Time (US/Canada)

☒ Adjust for Daylight Savings Time

622

Continue

Cancel

624

SELECT ANOTHER TIME PAGE 620

FIG. 8

Request an Appointment

Step 1: Choose a Time
Step 2: Check a phone number
Step 3: Price a Deposit
Step 4: Send Request

→

Keen will call you at your appointment time at the following number

Phone Number U.S./Canada: Please enter the phone number where you would like Keen to call you.
Call me at this number - - ext. (optional)
[International Customers Change your info here.](#)
☐ I use the same line for phone calls and online access

632 ~~~~~ Continue Cancel ~~~~~ 634

Home | Get Advice | My Keen | Give Advice | Help

SERVICE SEEKER TELEPHONE NUMBER REQUEST SCREEN 630

FIG. 9A

Request an Appointment

Step 1: Choose a Time
Step 2: Check a phone number
Step 3: Price a Deposit
Step 4: Send Request

→

Keen will call you at your appointment time at the following number

Phone Number U.S./Canada: Please enter the phone number where you would like Keen to call you
Call me at this number
Work: ☒ 415 - 284 - 4014 ext. (optional)
Home: ☐ - -
Mobile: ☐ - - ext. (optional)
[International Customers Change your info here.](#)
☐ I use the same line for phone calls and online access

642 ~~~~~ Continue Cancel ~~~~~ 644

Home | Get Advice | My Keen | Give Advice | Help

SERVICE SEEKER TELEPHONE NUMBER VERIFICATION SCREEN 640

FIG. 9B

Request an Appointment

Step 1: Choose a Time
Step 2: Check a phone number
Step 3: Price a Deposit
Step 4: Send Request

Place a deposit to reserve your appointment.

Satisfaction guaranteed or your money back
This page is secure

Bodazafa has requested that you make a deposit to reserve your appointment

\$10.00

The deposit is non-refundable.

The deposit is sent to Bodazafa unless the appointment is cancelled or missed by Bodazafa or you cancel up to 24 hours before the call. When the call starts, the whole deposit is sent.

We will use the following credit card:

Visa: XXXX-XXXX-XXXX-3298
Expiration Date: 09/01
Billing Zip Code: 94123
[Update or change the credit card](#)

Continue Cancel

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APPOINTMENT DEPOSIT REQUEST SCREEN 650-A

FIG. 10A

Request an Appointment

Step 1: Choose a Time
Step 2: Check a phone number
Step 3: Price a Deposit
Step 4: Send Request

Add \$10 to your Keen Account to ensure that you can start your appointment call

Satisfaction guaranteed or your money back
This page is secure

Add \$10 to your Keen Account

By clicking the Continue button, you ensure that you can start your call by placing enough money in your Keen Account.

You are only billed when your call begins.

Visa: XXXX-XXXX-XXXX-3208
Expiration Date: 09/02
Billing Zip Code: 94123
[Update or change the credit card](#)

Continue Cancel

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APPOINTMENT DEPOSIT REQUEST SCREEN 650-B

FIG. 10B

Request an Appointment

Step 1: Choose a Time
Step 2: Check a phone number
Step 3: Place a Deposit
Step 4: Confirm Request

Place a deposit to reserve your appointment

Satisfaction guaranteed
or your money back

Add a Credit / Debit Card

This page is secure

Bodazafa has requested that you make a deposit to reserve your appointment of:
\$10.00

Enter your credit card information below.

The deposit is non-refundable. The deposit is sent to Bodazafa unless the appointment is cancelled or missed by Bodazafa or you cancel up to 24 hours before the call. When the call starts, the whole deposit is sent.

[Learn why it is safe to use your credit card on Keen](#)

Card Information; This will be your default payment account
(All fields are required)

Name on Card: Steven Lurie
Card Number:
Type of Card: VISA
Expiration Date: 10 / 2001

Billing Address (All fields are required)

The address you enter below must match your card's billing address.

Name: Steven Lurie

SELECT DEPOSIT PAYMENT TYPE SCREEN 660-A

FIG. 10C

Request an Appointment

Step 1: Choose a Time
Step 2: Check a phone number
Step 3: Place a Deposit
Step 4: Send Request

Ensure that you can start your appointment call.

Satisfaction guaranteed
or your money back

Add a Credit / Debit Card

This page is secure

By entering your credit card information now, you ensure that you can start your call by placing \$10 in your Keen Account.
You are only billed when your call begins.

Why this is safe

Card Information; This will be your default payment account
(All fields are required)

Name on Card: Steven Lurie
Card Number:
Type of Card: VISA
Expiration Date: 10 / 2001

Billing Address (All fields are required)

The address you enter below must match your card's billing address.

Name: Steven Lurie

SELECT DEPOSIT PAYMENT TYPE SCREEN 660-B

FIG. 10D

Request an Appointment

Step 1: Choose a Time
Step 2: Check a phone number
Step 3: Price a Deposit
Step 4: Send Request

Please review your request for an appointment

Date: Saturday October 27, 2001
Time: 2.00pm Pacific Standard Time
Speaker: San Fran Steven

Include a Note:
Optional

Your appointment will only be confirmed when Bodazafa accepts

672

Send Request

Make Change

Cancel

676

APPOINTMENT REQUEST REVIEW SCREEN 670

FIG. 11A

KEENTM
.com
Your Personal Advisor

Live, immediate advice for your everyday life

Your request for an appointment has been sent to Bodazafa
The appointment will only be confirmed San Fran Steven accepts your request. you will be notified via Keen Mail if this happens.
You can check the status of your appointment on your My Keen page in the My Appointments section.

OK

682

APPOINTMENT CONFIRMATION SCREEN 680

FIG. 11B

KEENTM.com

Your Personal Advisor

Home

Get Advice

My Keen

Give Advice

Help

My Keen > My Appointments

Request an Appointment

Appointments you have requested with KeenSpeakers
22 accepted 17 requests for appointments [Learn more about appointments](#)

Cancel

692

more appointments >

	Status	Appointment Date	Start Time	End Time	Length	Speaker	Deposit
<input type="checkbox"/>	Accepted	Thursday October 25, 2001	8:45pm	8:45pm	15 minutes	lik614141	\$40.00
<input type="checkbox"/>	Accepted	Thursday October 25, 2001	1:10pm	1:10pm	1 hour, 15 minutes	Shelly26+1	\$0.00
<input type="checkbox"/>	Pending	Thursday October 25, 2001	12pm	12pm	15 minutes	rhurson	\$20.00
<input type="checkbox"/>	Accepted	Thursday October 25, 2001	11:33pm	11:33pm	1 hour, 15 minutes	escott	\$20.00
<input type="checkbox"/>	Accepted	Friday October 28, 2001	8:45pm	8:45pm	15 minutes	TostStevenlune	\$0.00
<input type="checkbox"/>	Pending	Friday October 26, 2001	7:10pm	7:10pm	1 hour, 15 minutes	saubabhmatal	\$10.00
<input type="checkbox"/>	Pending	Friday October 26, 2001	12pm	12pm	15 minutes	jerry2usa08	\$40.00
<input type="checkbox"/>	Pending	Friday October 26, 2001	11:23pm	11:23pm	1 hour, 15 minutes	For Fun Call Tom	\$10.00
<input type="checkbox"/>	Accepted	Saturday October 27, 2001	8:45pm	8:45pm	15 minutes	Lady Copper	\$10.00
<input type="checkbox"/>	Pending	Saturday October 27, 2001	7:10pm	7:10pm	1 hour, 15 minutes	hbtalk	\$20.00
<input type="checkbox"/>	Accepted	Saturday October 27, 2001	12pm	12pm	15 minutes	Serenity5 Chamber	\$0.00
<input type="checkbox"/>	Accepted	Saturday October 27, 2001	11:23pm	11:23pm	1 hour, 15 minutes	DocTalk is here	\$40.00

more appointments >

Cancel

Home

Get Advice

My Keen

Give Advice

Help

SERVICE SEEKER APPOINTMENTS SCREEN 690

FIG. 12



My Keen



Welcome back: Bodazafa

[Change my phone number](#) | [See my special offers](#)

My Personal Info

My Account

Balance: **\$5.00** [Acct. activity](#)
[add to balance](#)



Try these KeenSpeakers!

Computing & Internet

- [Call Now](#) [Microsoft Certified Systems E...](#)
- [Call Now](#) [24 Hour LIVE Windows Technica...](#)

Health & Therapy

- [Call Now](#) [A state licensed therapist ca...](#)
- [Call Now](#) [Professional Counselor, Not a...](#)

Rate	Rating
\$1.65	977
\$1.65	641

702

Search

Get Advice on...
(by subject)

Find a Person...
(by first name, last name, or member name)

My Availability

Accept calls? Call me at:
☐ Yes ☐ work
☒ No ☒ cell

☐ Use Schedule

- ☐ [Notify me of incoming Keen calls](#)
- ☐ [Change my home number](#)

☐ Use Reminder Call 706

My Appointments

You have 12 pending appointments

Your next appointment is with:
San Fran Steven on
Tuesday, November 12, 2001
at 10:30am.

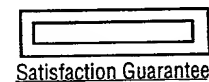
[Learn more about appointments](#)

[Home](#) | [Get Advice](#) | [My Keen](#) | [Give Advice](#) | [Help](#)

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[Keen Mail](#)



SERVICE PROVIDER MANAGEMENT SCREEN 700

FIG. 13A

My Availability

Accept calls? Call me at:
☐ Yes ☐ work
☒ No ☒ cell

☐ Use Schedule

- ☐ [Notify me of incoming Keen calls](#)
- ☐ [Change my home number](#)
- ☐ [Start accepting appointments](#)

☐ Use Reminder Call

[Keen Mail](#)

710

712

FIG. 13B

KEEN™
com
Your Personal Advisor

Home Get Advice **My Keen** Give Advice Help

My Keen > My Appointments

My Appointments

My Assignments | Preferences 721

To get started, go to the Preferences link above and either: [Learn more about appointments](#)

1. Display links on your listing for customers to request appointments and/or
2. Send mail to particular customers to invite them to make appointments with you.

Action	▼ Status	▲ Appointment Date	Start Time	End Time	Length	Customer
No appointments						

Home | Get Advice | My Keen | Give Advice | Help

APPOINTMENT OPTION INVITATION SCREEN 720

FIG. 14A

KEEN™
com
Your Personal Advisor

Home Get Advice **My Keen** Give Advice Help

My Keen > My Appointments

My Appointments

Let your Customers Make Appointments with You

Ensure that your best customers can reach you at a time most convenient for them and you.

723

- 1 Let customers make request for appointments
 - Display links on your listings for customers to request appointments: ☐ Yes ☒ No 724
 - Send Keen Mail to invite your customers to make appointments
- 2 Respond to the requests for appointments.
 - Manage your appointments (accept, decline, and cancel) on:
My Keen>My Availability>My Appointments 726
- 3 At the appointment time, Keen will call your customers and then you so you can talk live.
[Learn more about appointments](#)
- 4 Set the deposit amount for your customers to reserve appointments with you.
If they miss the call, then you receive the deposit amount.
This way, you can help ensure that the appointments are honored by your customers.
Set the deposit amount to: \$10 728

Home | Get Advice | My Keen | Give Advice | Help

APPOINTMENT ACTIVATION SCREEN 722

FIG. 14B

[My Keen](#) > [Keen Mail](#)

[Send Keen Mail](#)

[Inbox](#) | [Compose](#) | [Preferences](#) | [Status](#)

Send this Keen Mail to one or more of your customers to request an appointment with you so you can talk live at a time most convenient for you and them.

Type of Keen Mail

To:

Write the Keen member name of the person you would like to send Keen Mail.

Item: Bodazafa

Subject:

Messages:

Hi, I'd like to talk with you. You and I can reserve a private time to talk by setting an appointment. Simply follow the link below to choose a time that is best for you and me. Then I'll accept if this time works for me. At the appointment time, Keen will call you and then me. You can also alert the call at that time to make it easier for us to talk live.

I look forward to talking with you.

Here's the link to request an appointment with me:

<http://www.keen.com/appointments/invitecustomer.asp?aid>

Thanks,
Bodazafa

Add Free Minutes (optional) (US and Canada only)

I would like to offer these customers free minutes to speak with me [Learn more](#) [about free minutes](#)

Invite Customers to: Your listing: "Social Surfing" [Change this destination](#)

Attachments (None) [Add/Remove Attachments](#)

736

738

Keen: Send Keen Mail

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E-MAIL APPOINTMENT INVITE SCREEN 730

FIG. 15

KEENTM.com

Your Personal Advisor

Home

Get Advice

My Keen

Give Advice

Help

My Keen > My Appointments

Request an Appointment

Appointments you have requested with you

22 accepted. 17 requests for appointments

Learn more about appointments

How to get Request for Appts.

Display links on your listings for customers to request appointments

☐ Yes
☒ No

Use Keen Mail to invite your customers to make appointments

Action	Status	Appointment Date	Start Time	End Time	Length	Speaker	
Cancel	Accepted	Thursday October 25, 2001	1:10pm	1:10pm	1 hour, 15 minutes	Shelly26+1	view note
Accept	Decline	Pending Thursday October 25, 2001	12pm	12pm	15 minutes	rhurson	
Cancel	Accepted	Thursday October 25, 2001	11:33pm	11:33pm	1 hour, 15 minutes	escott	
Cancel	Accepted	Friday October 28, 2001	8:45pm	8:45pm	15 minutes	JustStevenlune	view note
Accept	Decline	Pending Friday October 26, 2001	7:10pm	7:10pm	1 hour, 15 minutes	saurabhmittal	
Accept	Decline	Pending Friday October 26, 2001	12pm	12pm	15 minutes	jerry2jusa08	
Accept	Decline	Pending Friday October 26, 2001	11:23pm	11:23pm	1 hour, 15 minutes	For Fun Call Tom	
Cancel	Accepted	Saturday October 27, 2001	8:45pm	8:45pm	15 minutes	Lady Capper	
Accept	Decline	Pending Saturday October 27, 2001	7:10pm	7:10pm	1 hour, 15 minutes	bbtalk	view note
Cancel	Accepted	Saturday October 27, 2001	12pm	12pm	15 minutes	Serentiv5 Chamber	view note
Cancel	Accepted	Saturday October 27, 2001	11:23pm	11:23pm	1 hour, 15 minutes	DocTalk is here	view note

Home

Get Advice

My Keen

Give Advice

Help

SPEAKER VIEW OF APPOINTMENTS SCREEN 740

FIG. 16A

KEENTM.com

Your Personal Advisor

Home

Get Advice

My Keen

Give Advice

Help

My Keen > My Appointments

Request an Appointment

Appointments KeenSeekers have requested with you

22 accepted. 17 requests for appointments

Learn more about appointments

How to get Request for Appts.

Display links on your listings for customers to request appointments

☐ Yes
☒ No

Use Keen Mail to invite your customers to make appointments

You also have requested appointments with KeenSpeakers

Check now

Action	Status	Appointment Date	Start Time	End Time	Length	Speaker	
Cancel	Accepted	Thursday October 25, 2001	1:10pm	1:10pm	1 hour, 15 minutes	Shelly26+1	view note
Accept	Decline	Pending Thursday October 25, 2001	12pm	12pm	15 minutes	rhurson	
Cancel	Accepted	Thursday October 25, 2001	11:33pm	11:33pm	1 hour, 15 minutes	escott	
Cancel	Accepted	Friday October 28, 2001	8:45pm	8:45pm	15 minutes	JustStevenlune	view note
Accept	Decline	Pending Friday October 26, 2001	7:10pm	7:10pm	1 hour, 15 minutes	saurabhmittal	
Accept	Decline	Pending Friday October 26, 2001	12pm	12pm	15 minutes	jerry2jusa08	
Accept	Decline	Pending Friday October 26, 2001	11:23pm	11:23pm	1 hour, 15 minutes	For Fun Call Tom	
Cancel	Accepted	Saturday October 27, 2001	8:45pm	8:45pm	15 minutes	Lady Capper	
Accept	Decline	Pending Saturday October 27, 2001	7:10pm	7:10pm	1 hour, 15 minutes	bbtalk	view note
Cancel	Accepted	Saturday October 27, 2001	12pm	12pm	15 minutes	Serentiv5 Chamber	view note
Cancel	Accepted	Saturday October 27, 2001	11:23pm	11:23pm	1 hour, 15 minutes	DocTalk is here	view note

Home

Get Advice

My Keen

Give Advice

Help

COMBINED SPEAKER AND SEEKER VIEW OF APPOINTMENTS SCREEN 750

FIG. 16B



My Keen > Keen Mail

Keen Mail Message

782

Accept Appointment

Decline Appointment

784

From: Brian Firebrand
Date: 11/7/2001
Subject: REQUEST FOR APPOINTMENT 11/26/01 10:00am PST
Message: Dear San Fran Steven:

<Editorial text; including optional message >

ACCEPT/DECLINE APPOINTMENT E-MAIL SCREEN 780

FIG. 17

KEENTM
com
Your Personal Advisor

Home	Get Advice	My Keen	Give Advice	Help
------	------------	----------------	-------------	------

[My Keen](#) > [My Appointments](#)

My Appointments

Congratulations. You have accepted an appointment with **<Seeker Name in bold>**
You will be called live on **<Date -- eg. Saturday October 27, 2001 at <time and time zone -- e.g. 2:00am Pacific Standard Time (US/Canada)>**
You can check your My Appointments page in My Keen to manage this and other appointments

Do you want to include comments with your response?

772 ~ ☒ Yes, include comments with my response
774 ~ ☐ No, do not include comments with my response

776 ~ ~ 778

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SPEAKER ACCEPTS APPOINTMENT SCREEN 770

FIG. 18A

KEENTM
com
Your Personal Advisor

Home	Get Advice	My Keen	Give Advice	Help
------	------------	----------------	-------------	------

[My Keen](#) > [My Appointments](#)

My Appointments

Are you sure you want to decline this request for an appointment?
The request is with **<Seeker Name in bold>**
for **<Date -- e.g. Saturday October 27, 2001 at <time and time zone -- e.g. 2:00am Pacific Standard Time (US/Canada)>**

Do you want to include comments with your response?

782 ~ ☒ Yes, include comments with my response
784 ~ ☐ No, do not include comments with my response

786 ~ ~ 788

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SPEAKER DECLINES APPOINTMENT SCREEN 780

FIG. 18B

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My Keen > My Appointments

My Appointments

Include an optional note sent to <Seeker name> in your reply.

792 794

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APPOINTMENT NOTES SCREEN 790

FIG. 18C

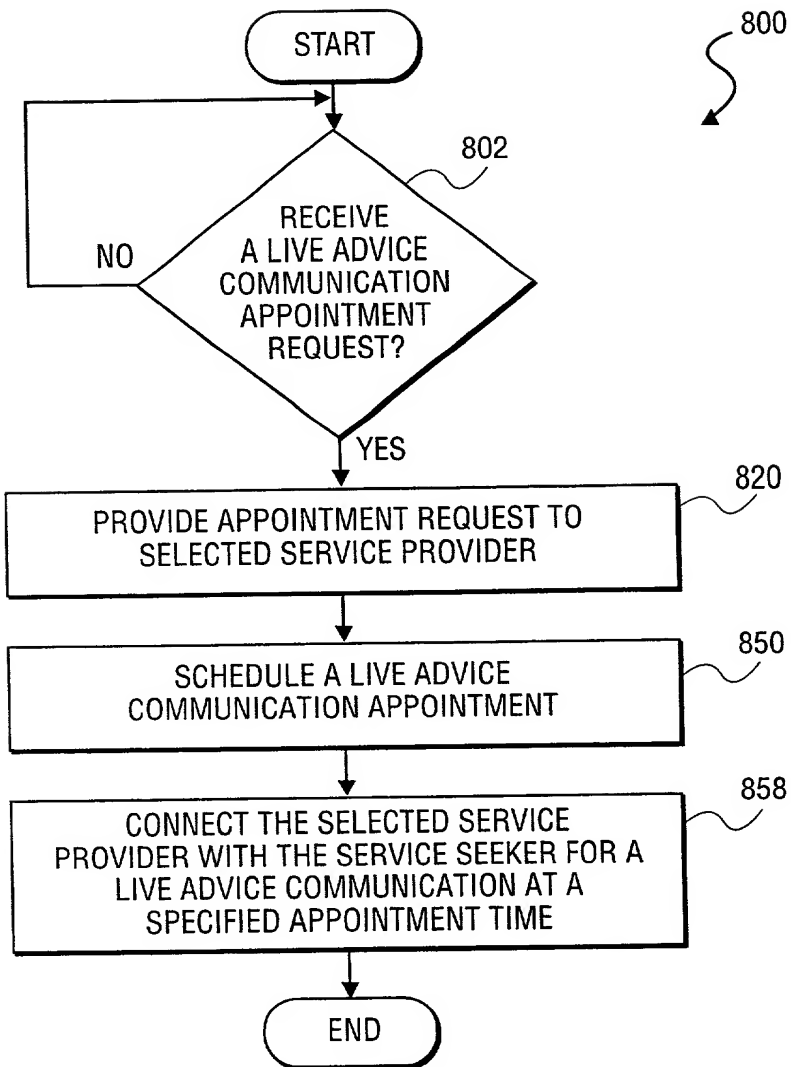


FIG. 19

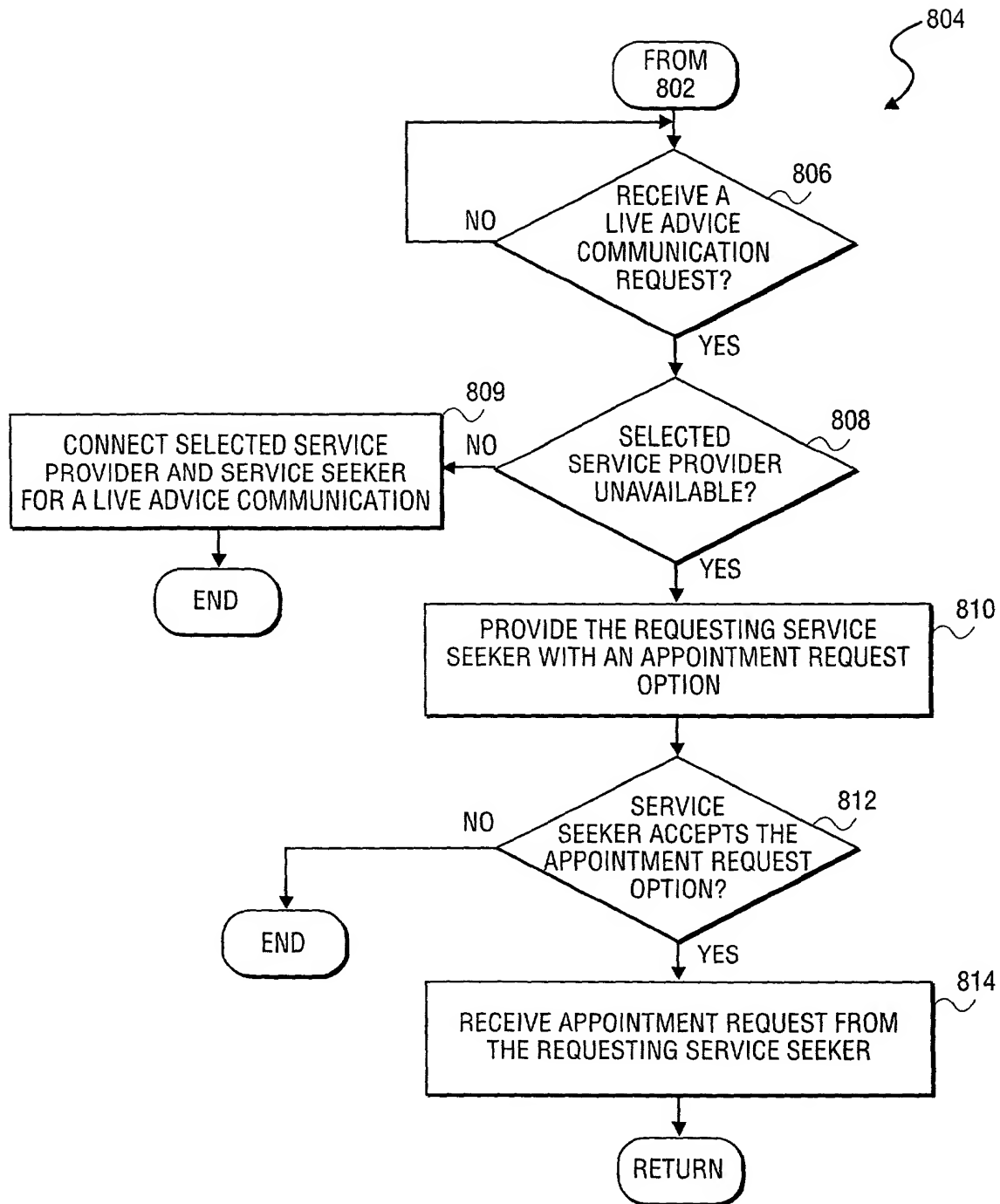


FIG. 20

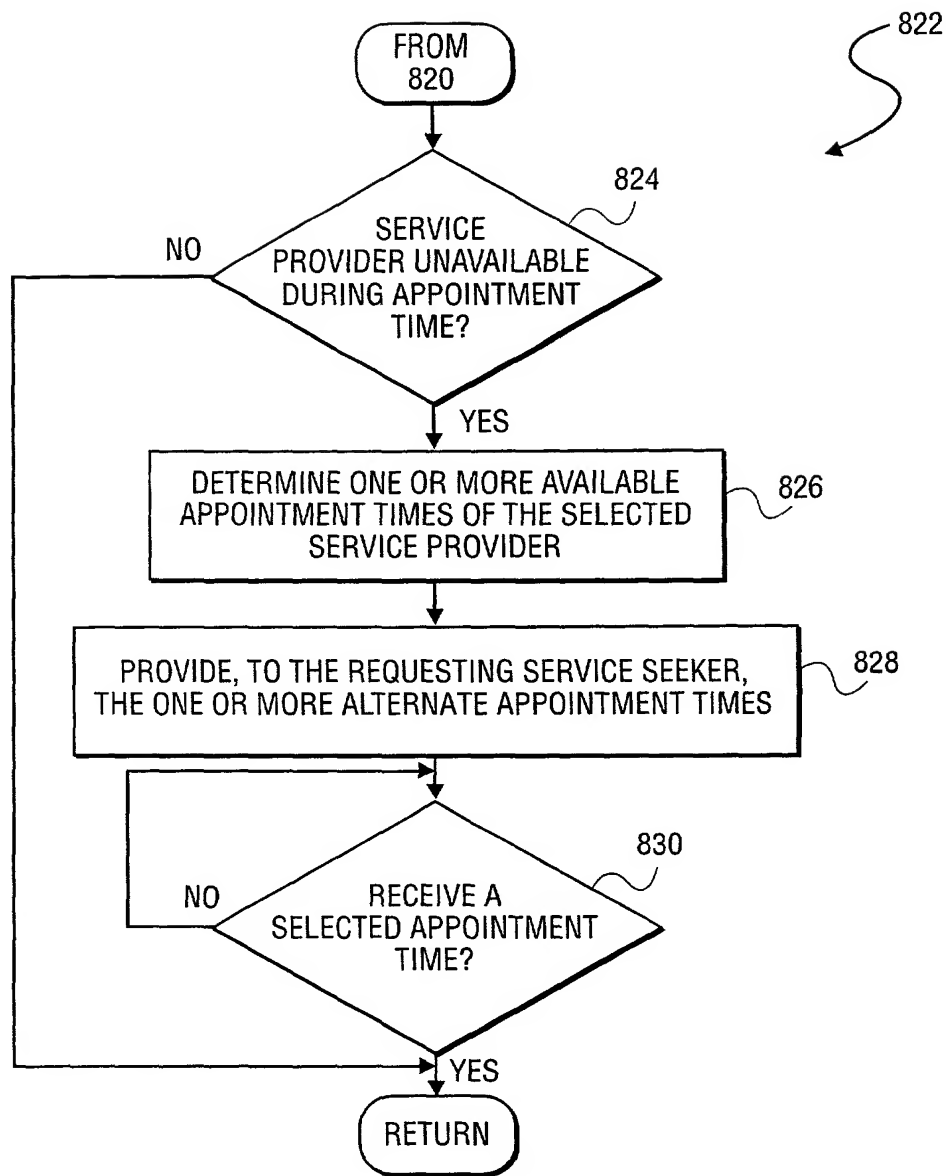


FIG. 21

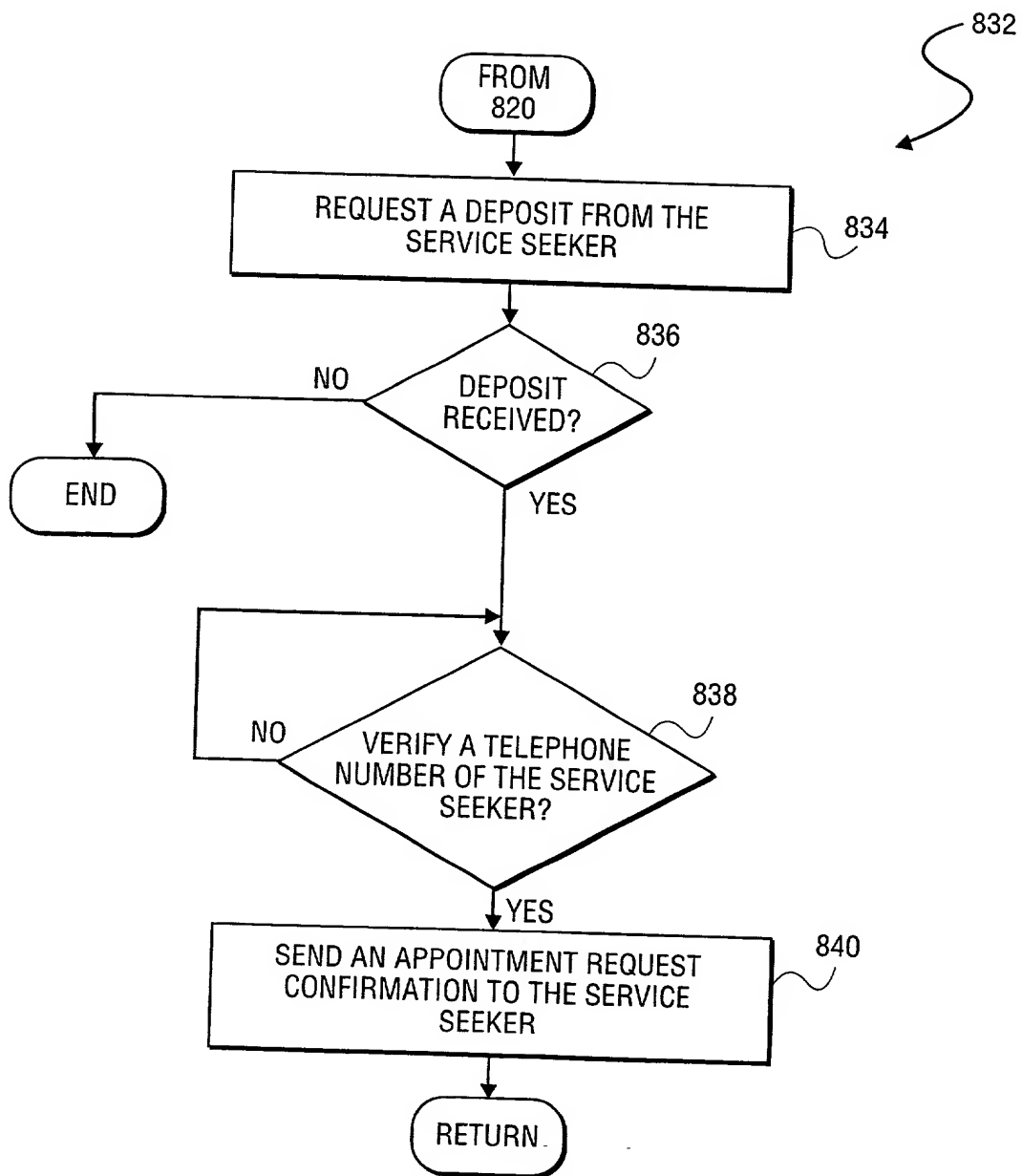


FIG. 22

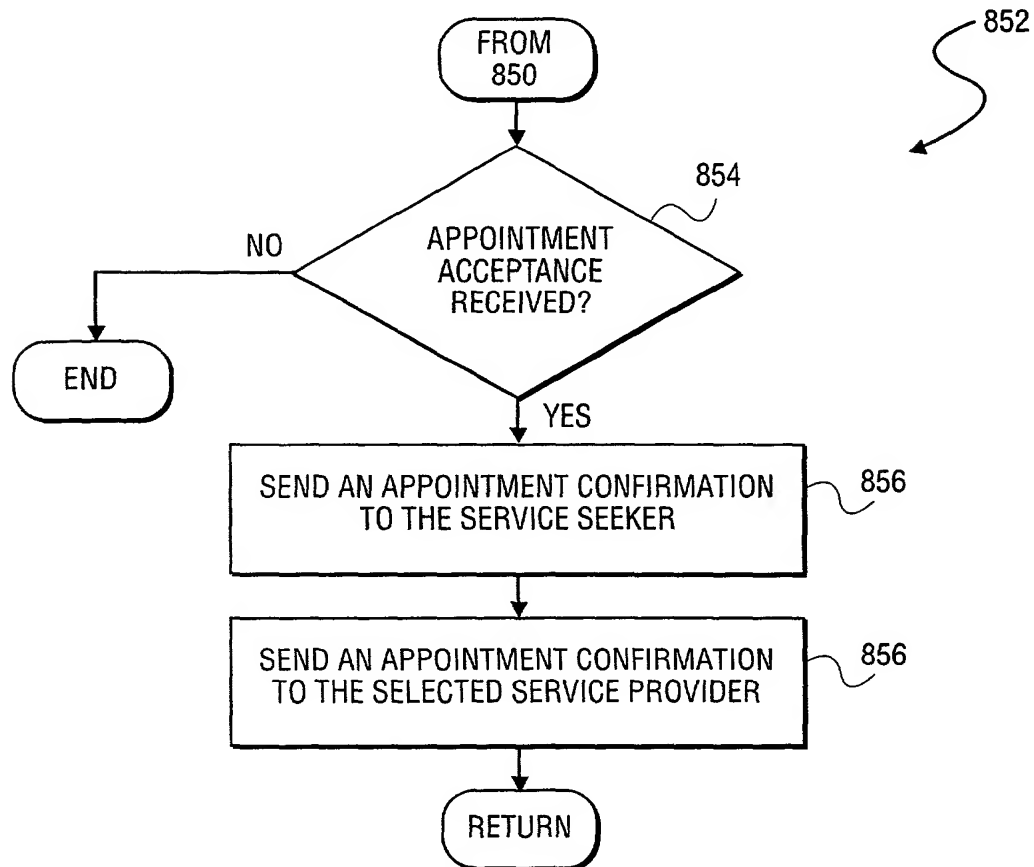


FIG. 23

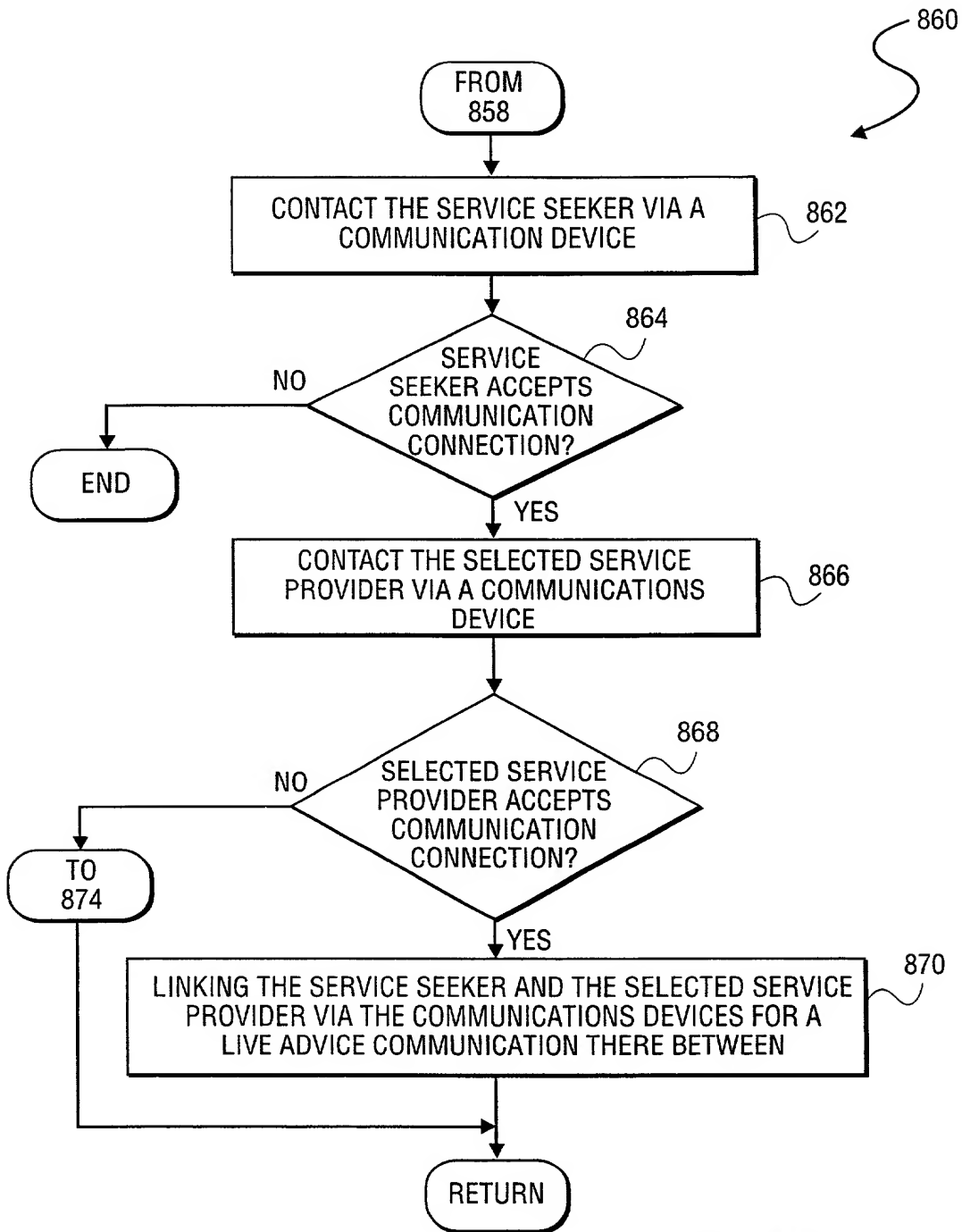


FIG. 24

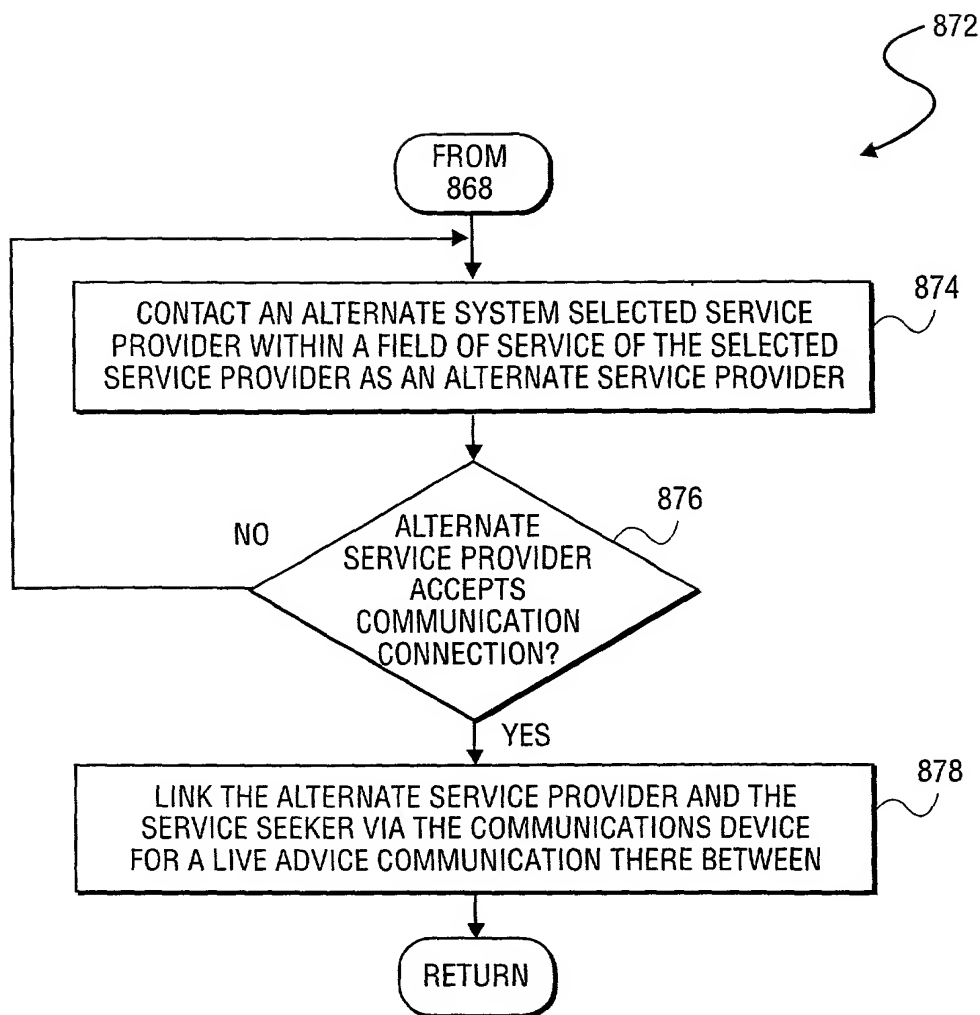


FIG. 25

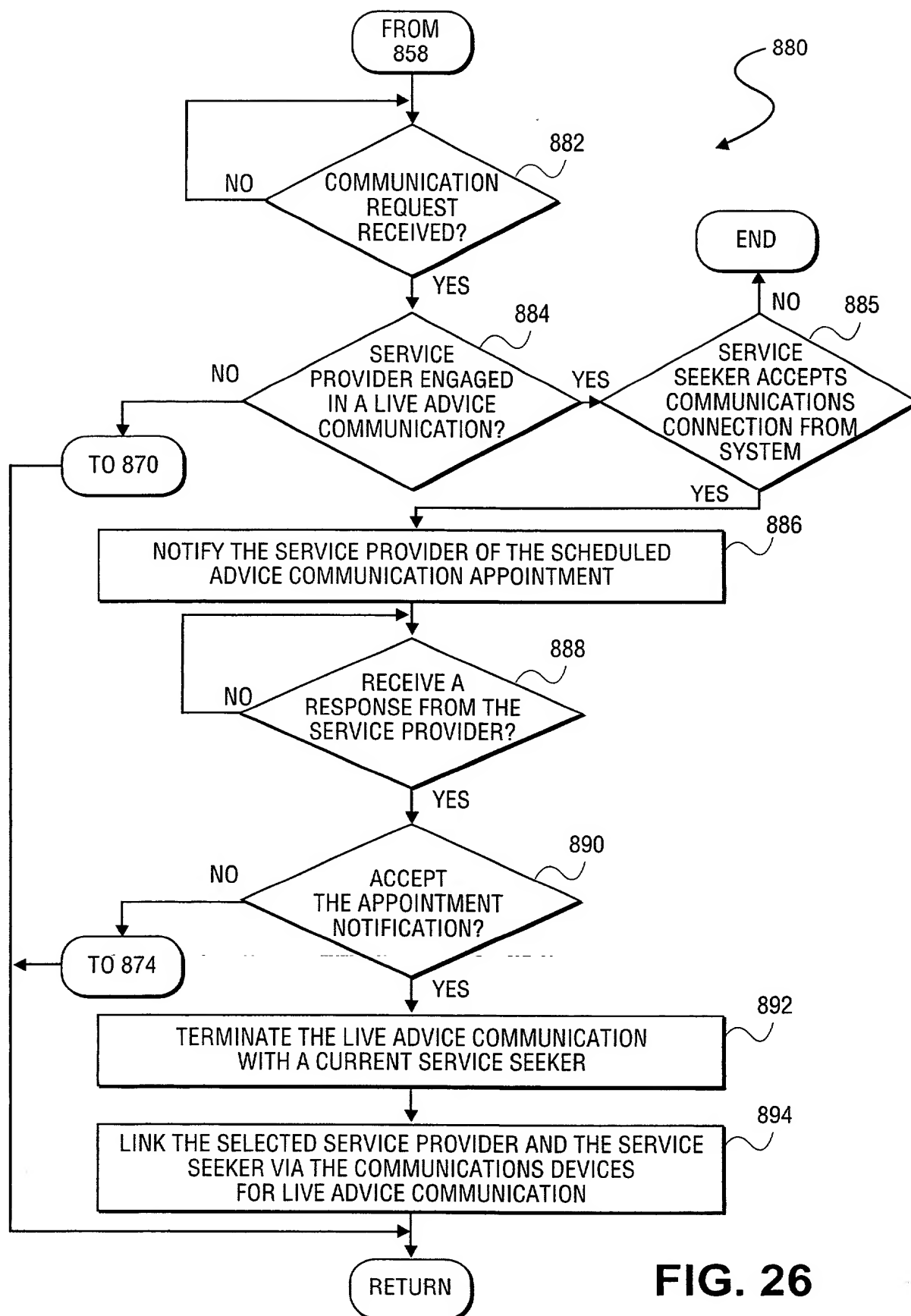


FIG. 26

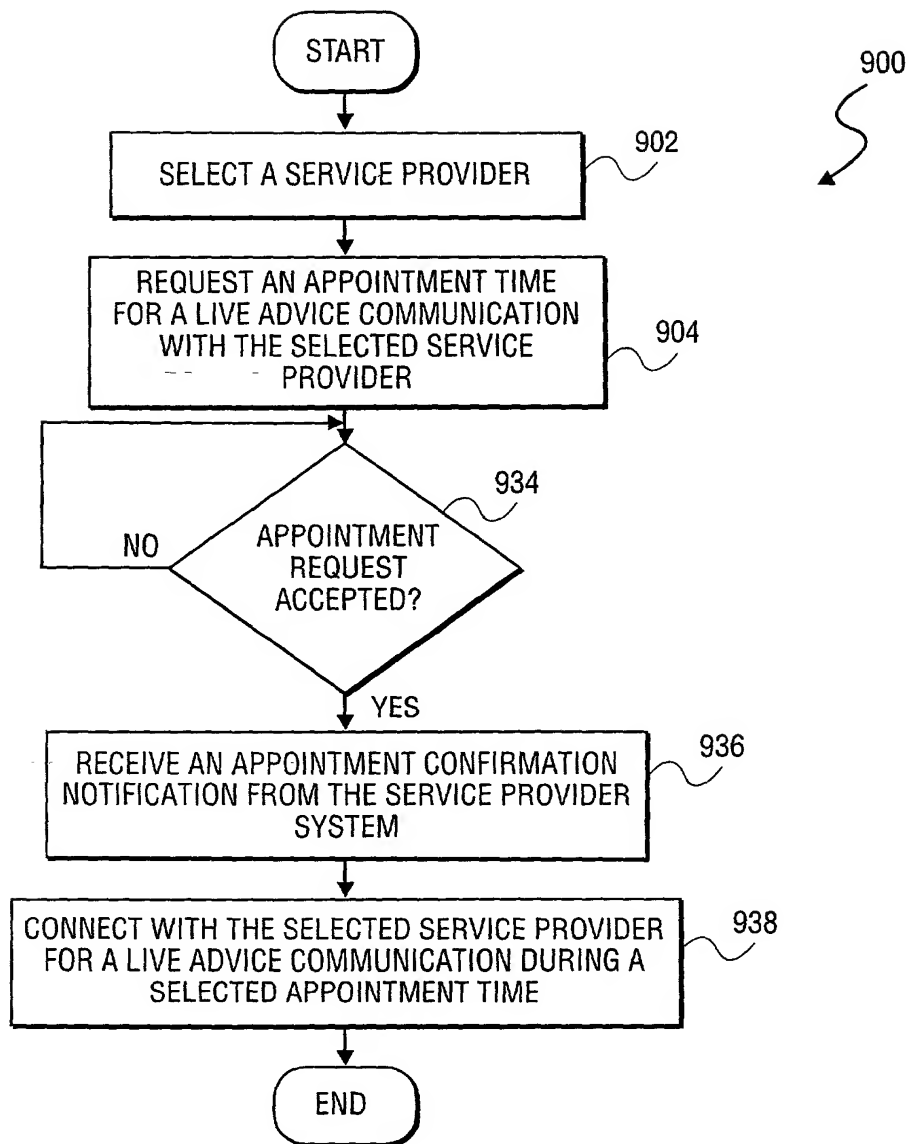


FIG. 27

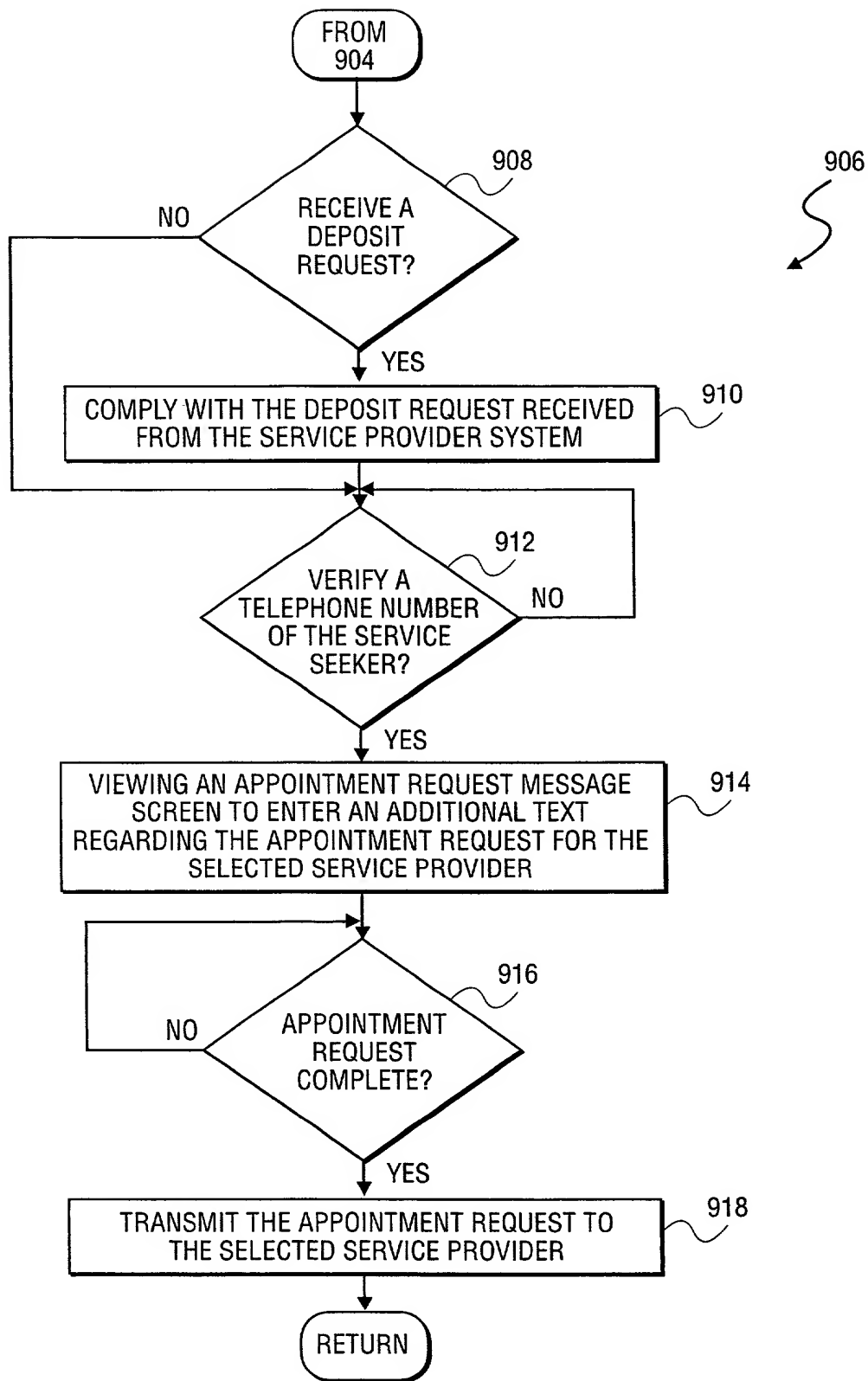


FIG. 28

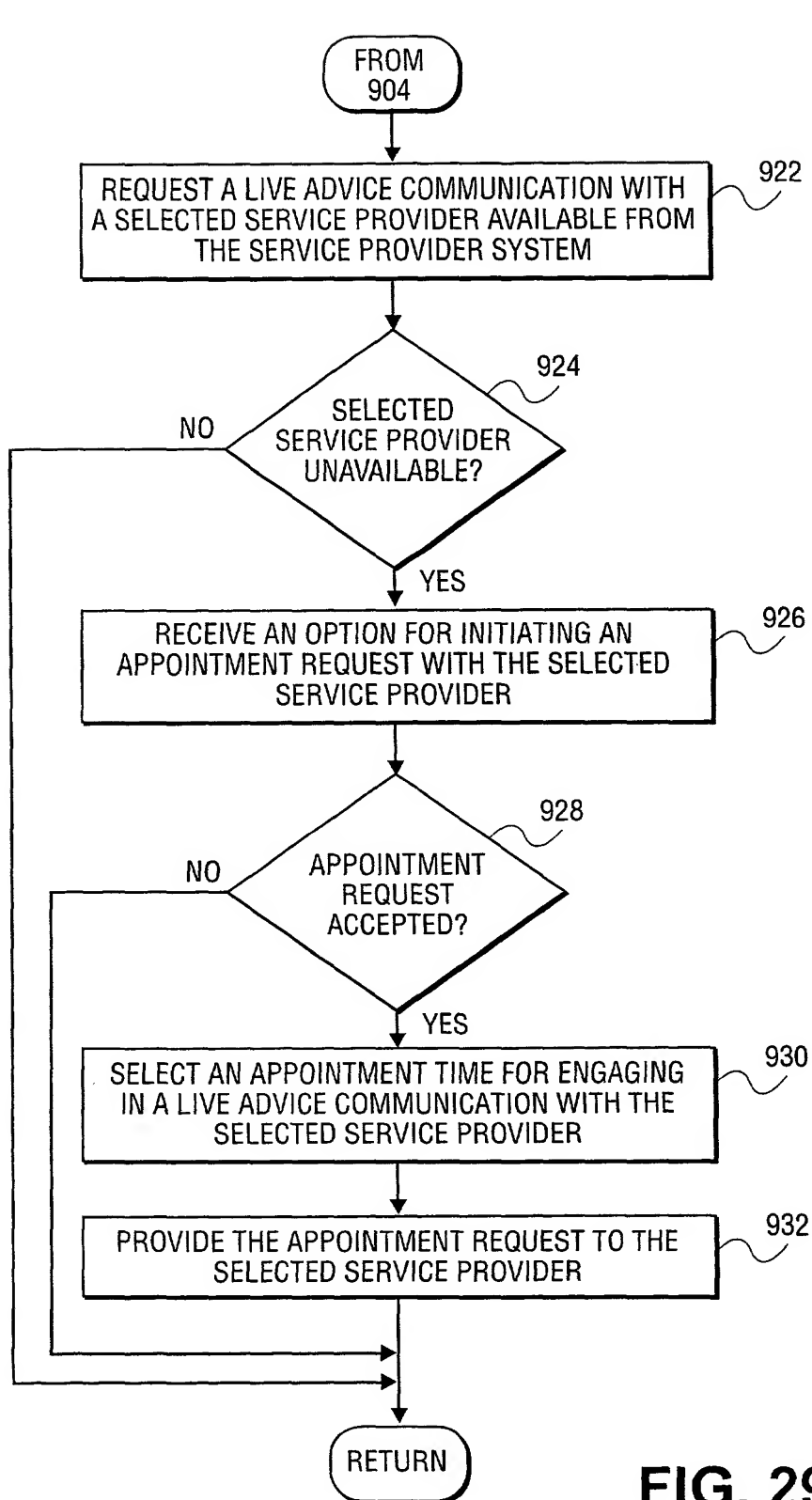


FIG. 29

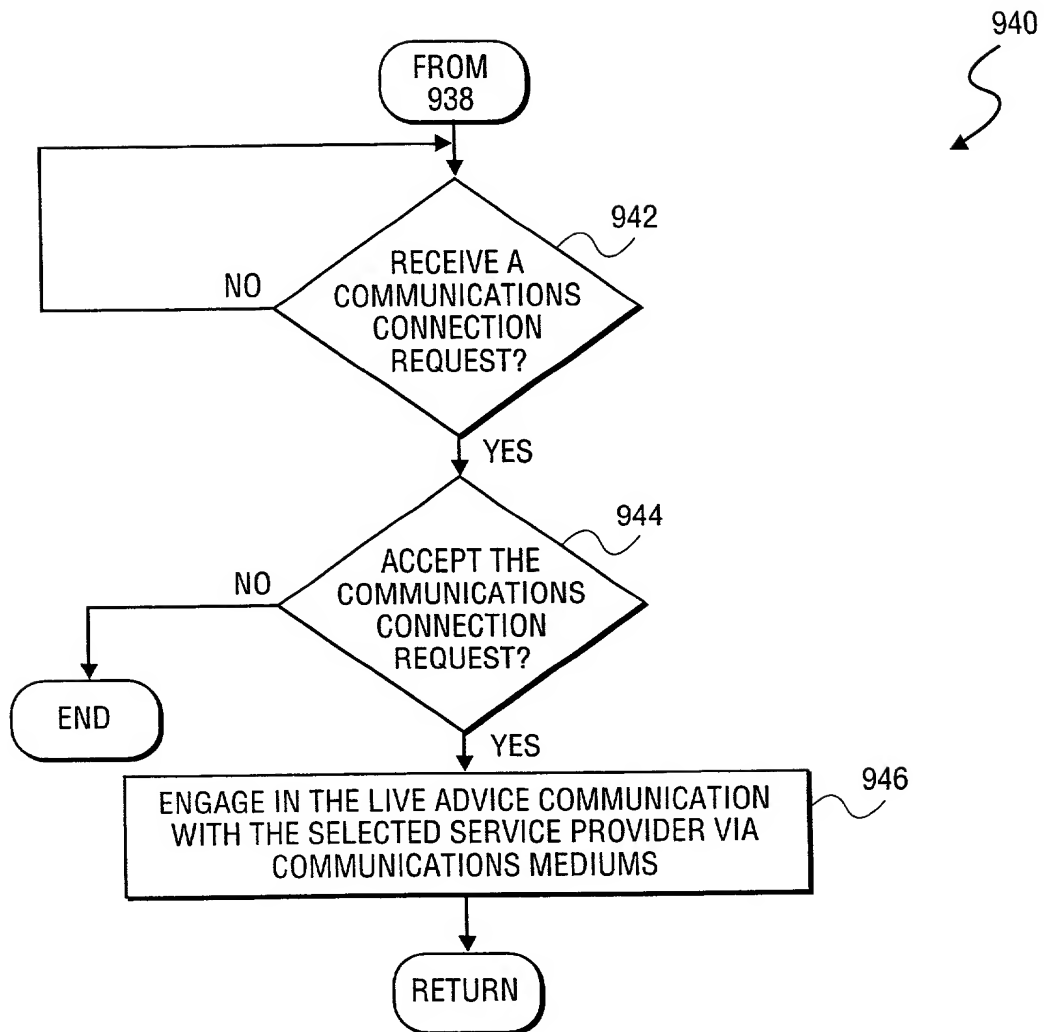
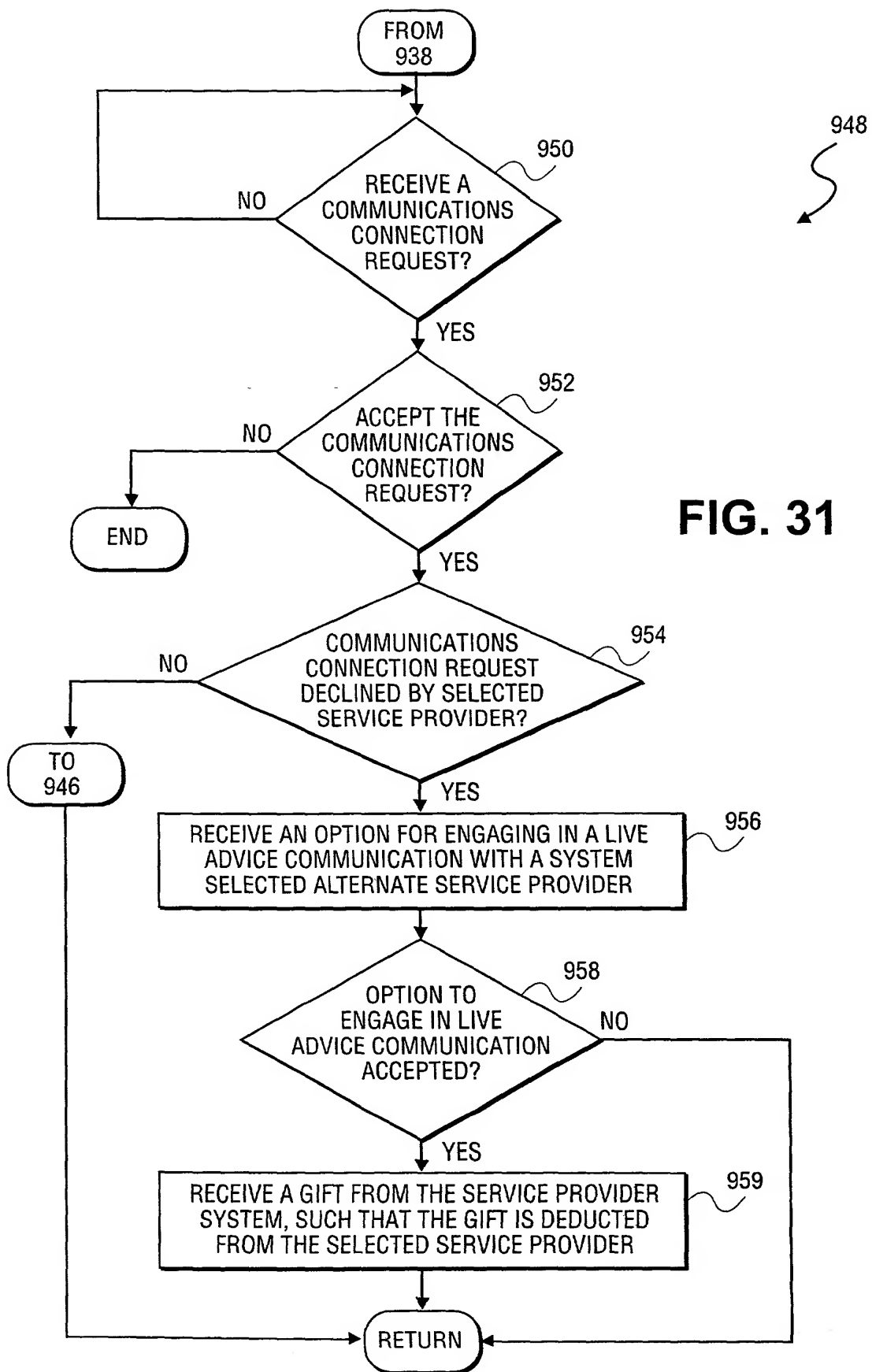


FIG. 30



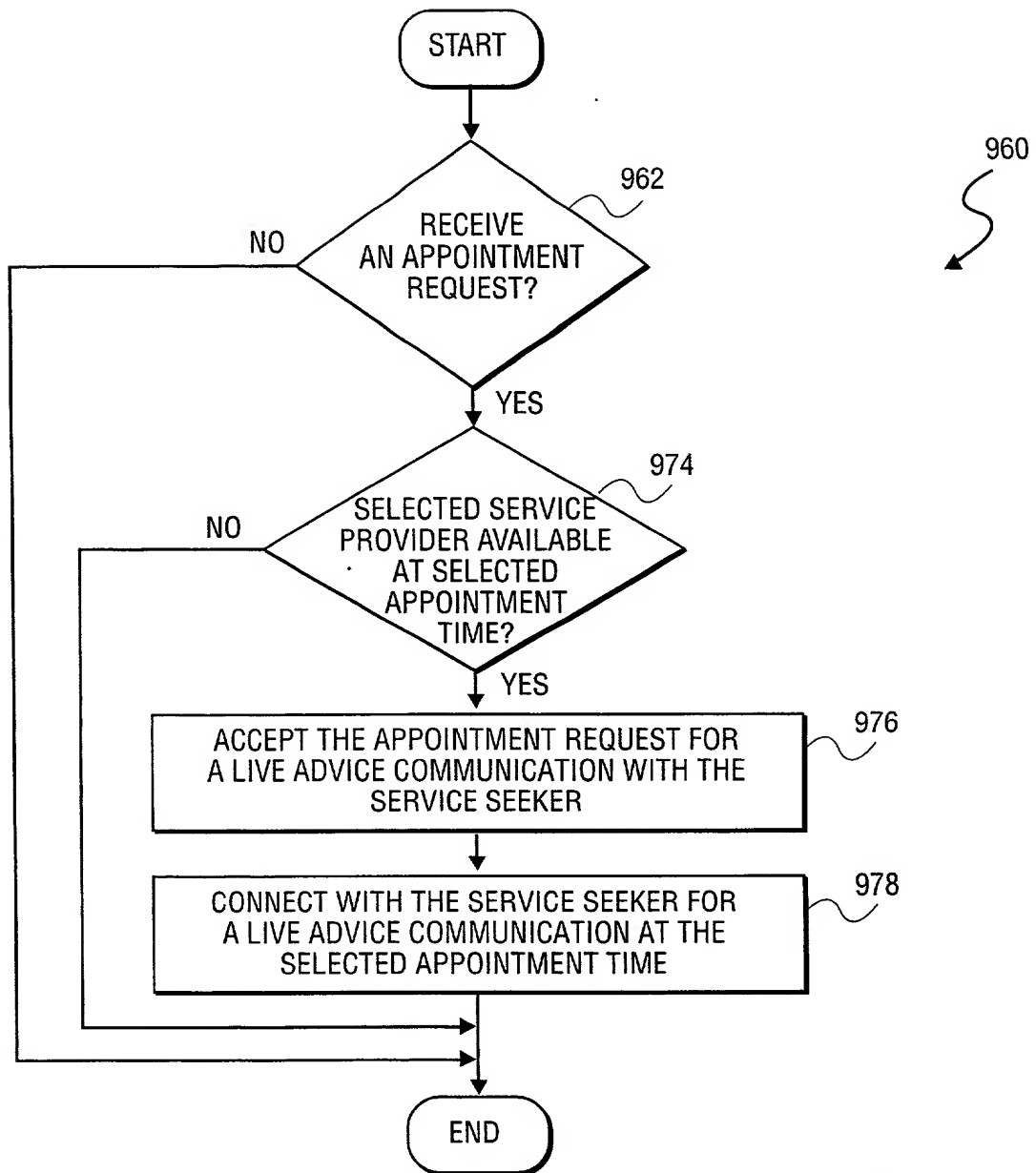


FIG. 32

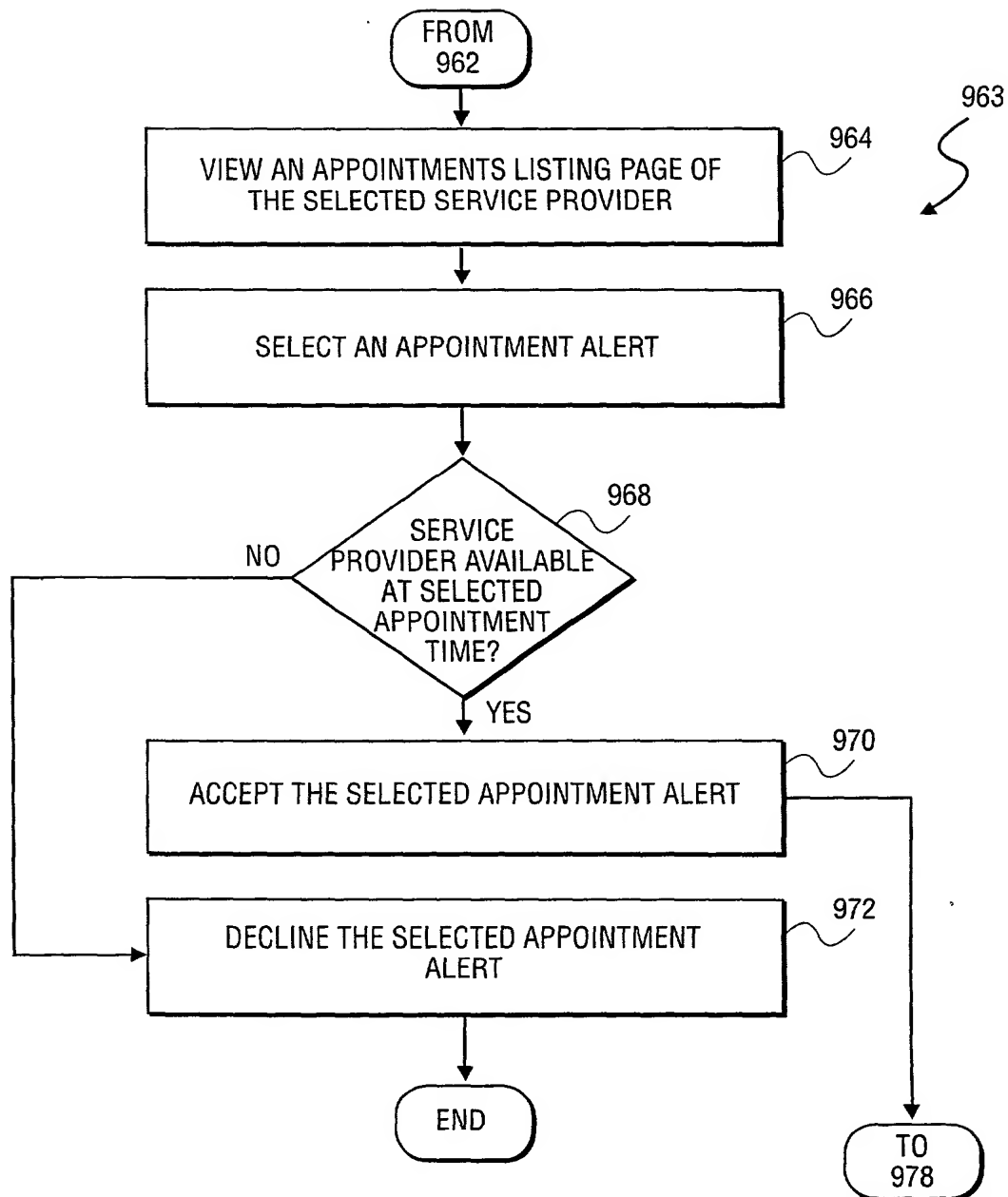


FIG. 33

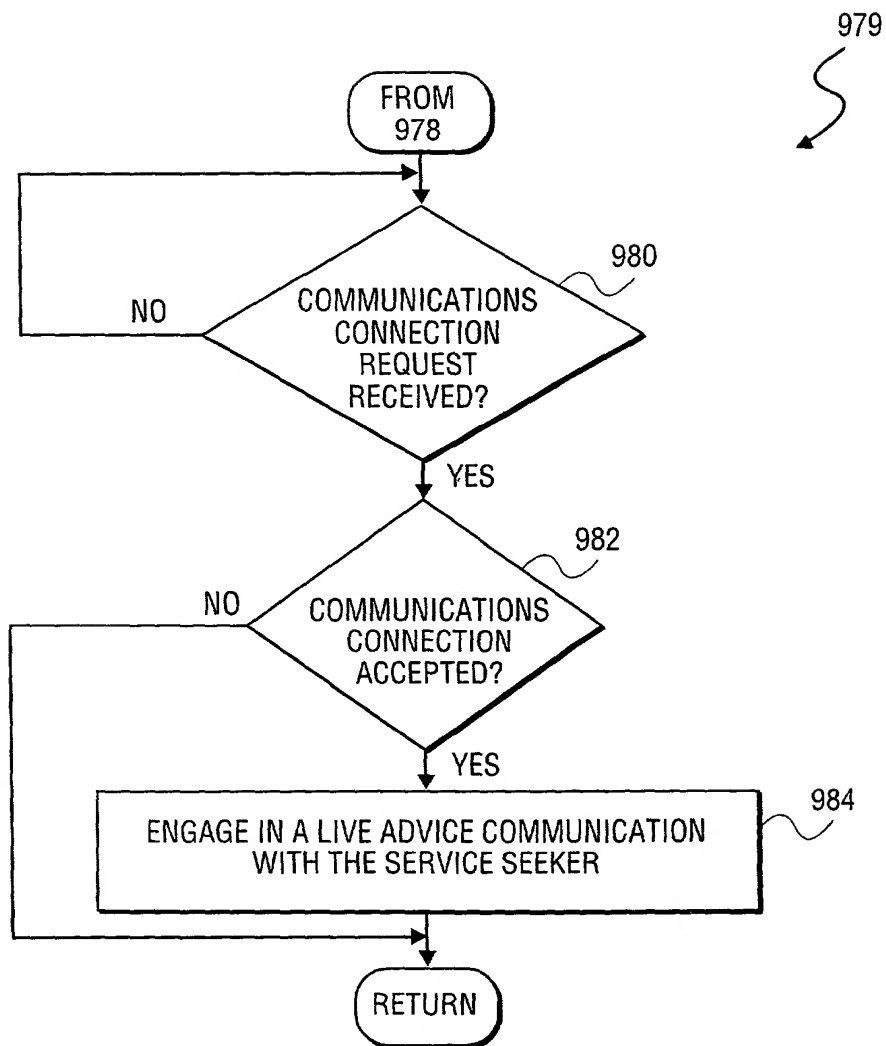


FIG. 34

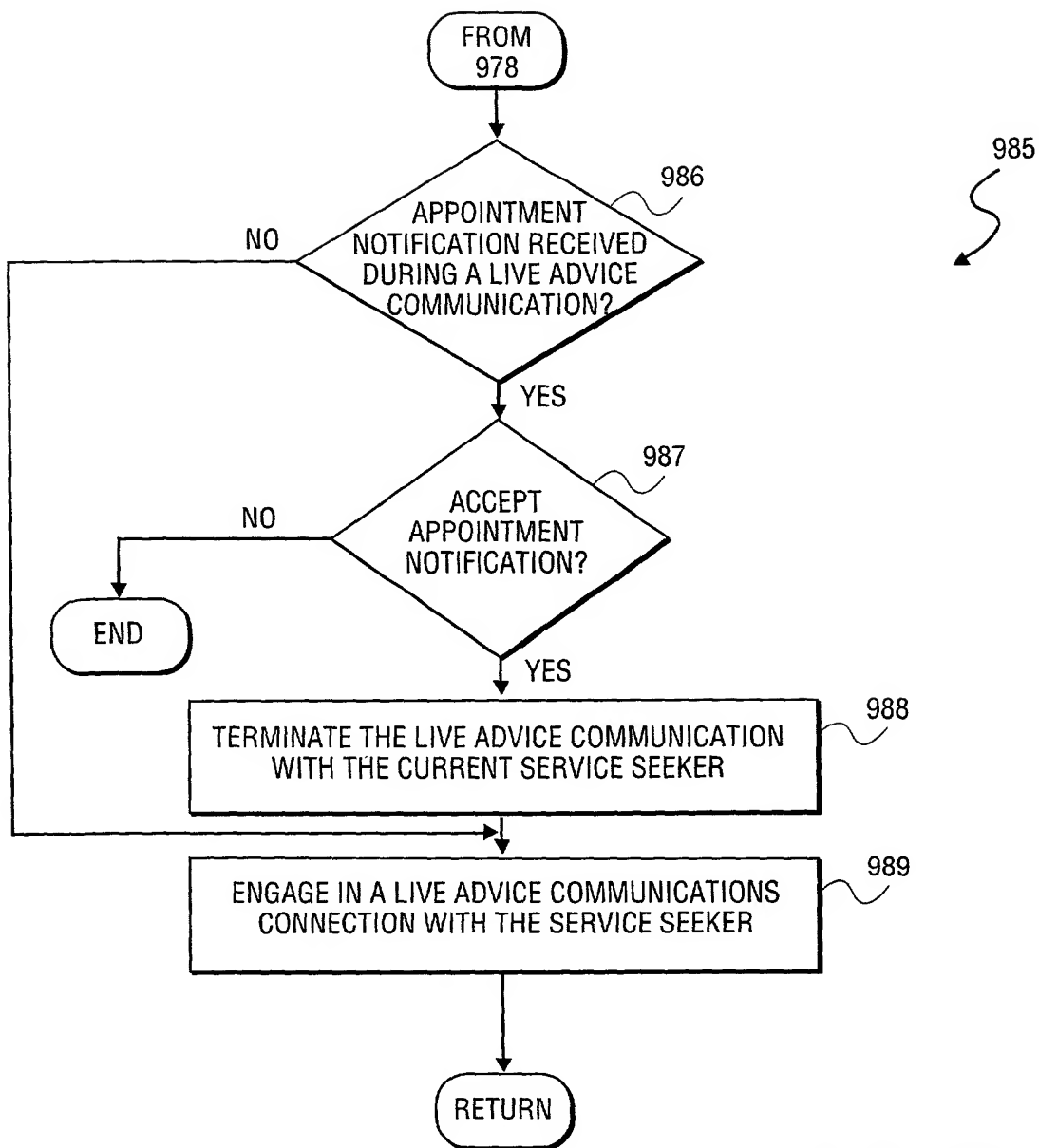


FIG. 35

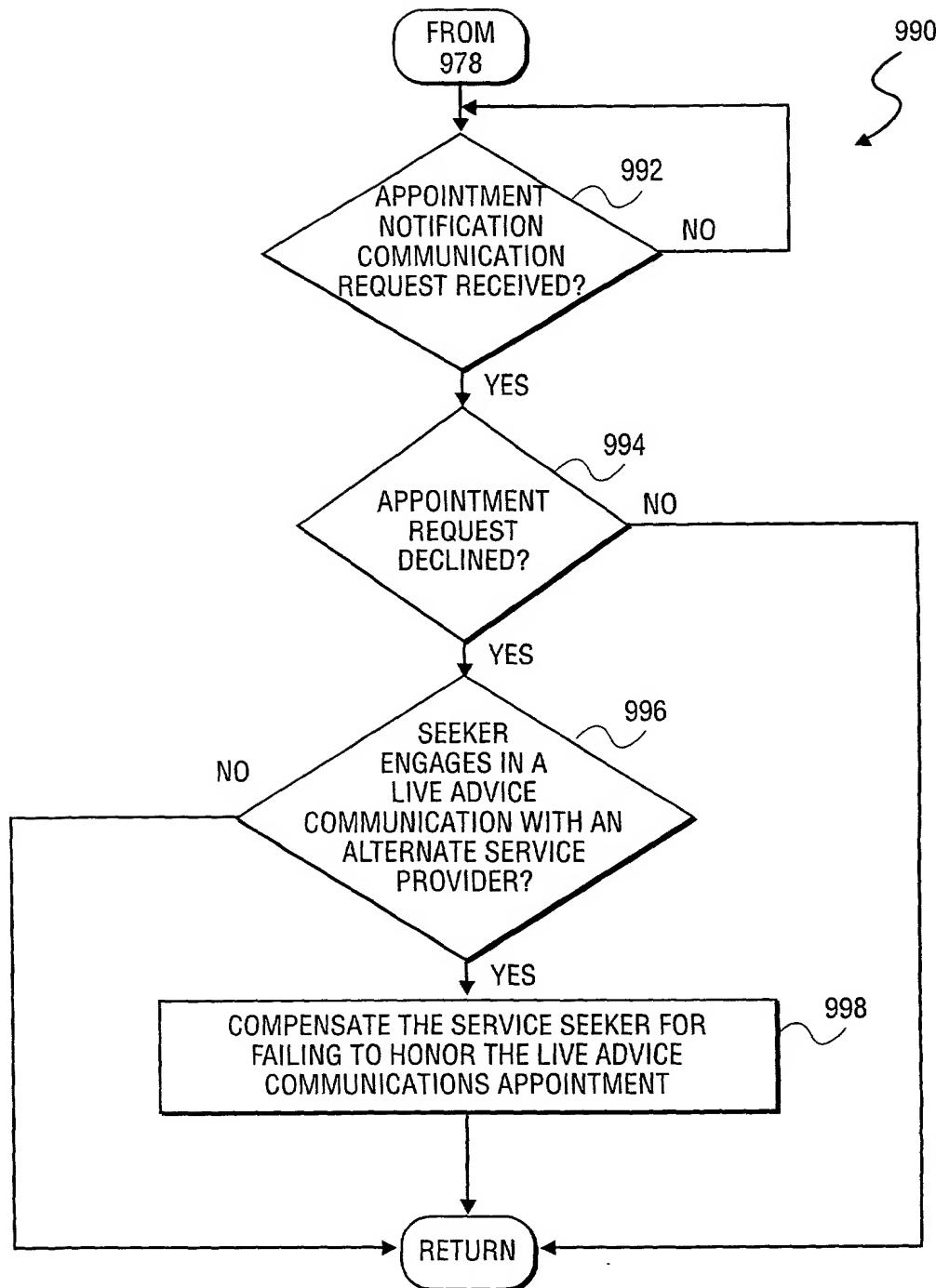


FIG. 36